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**(For updated procedures, see “Accessing Plan Records and Information” under “General Information About Inquiries and Complaints for Pension Plan Beneficiaries” on FSCO’s website.)**

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*Note: Due to legislative changes, the references to the “PCO” should now read “FSCO”. In addition, the photocopying cost of \$.50 per page is no longer prescribed by the Regulations, but has been established by the Minister of Finance.*

#### **Photocopies of Files under section 30 of the PBA**

1) Photocopying of Contents of Plan Files by the Reviewer

For individuals who make an appointment at the PCO to review plan files, a photocopier is now available exclusively for the purpose of making copies of individual pages or full documents from the plan file. The cost is \$.50 per page (as prescribed by subsection 45(2) of the Regulations). Payments may be made in cash or, if being paid by company cheque, payment is required within 30 days\*. Cheques are payable to the Minister of Finance.

2) Photocopying of Full Documents and Full Files by the PCO (Individual Page Photocopies Are Not Available)

Effective April 1, 1996, requests from individuals for photocopies of full documents and files will be forwarded to a government copy centre located at 250 Yonge Street. The PCO no longer has staff resources available for photocopying individual pages from documents and files. The cost of this service is also \$.50 per photocopy.

3) File Reading Room Appointments

Appointments will be for a full morning (9:00 a.m. to 12:00 noon) or for a full afternoon (1:00 to 4:00 p.m.). Double appointments (full day) for the file reading room will be considered. We cannot schedule more than one reviewer at a time. A maximum of two appointments per day is the limit. There are no exceptions.

*\* Although, it is not strictly in accordance with the Act, the PCO will release photocopies without advance payment. Payments by cheque (payable to the Minister of Finance) are required within 30 days.*